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PATENT  
Attorney Docket No.: 021756-060130US  
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TOWNSEND and TOWNSEND and CREW LLP

By: /Linda Shaffer/  
Linda Shaffer

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of:

Safaa H. Hashim

Application No.: 10/669,885

Filed: September 23, 2003

For: TECHNIQUES FOR ARRANGING  
VIEWS AND NAVIGATING IN A  
WEB-CENTRIC INSURANCE  
MANAGEMENT SYSTEM

Customer No.: 51206

Confirmation No. 2221

Examiner: Rachel L. Porter

Technology Center/Art Unit: 3626

AMENDMENT

Mail Stop RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Commissioner:

In response to the Office Action mailed August 16, 2010, please enter the  
following amendments and remarks:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this  
paper.

**Remarks/Arguments** begin on page 10 of this paper.